

Reenrollment FAQ

1. What web browser is supported by the reenrollment application?

Apple Safari, Google Chrome, Microsoft Edge (Chromium Version), Mozilla Firefox

2. Who can sign the Provider Agreement portion of the reenrollment application?

The site's medical director or physician equivalent in most cases. However, a nurse practitioner may sign if a site does not employ an MD or DO. Pharmacists may sign for enrolled pharmacies.

3. Will I be able to save my progress, close out of the reenrollment application, and return later?

As long as you use the same internet browser that you started the application on to return to your application, your progress up to the most recently completed page should be saved in most cases.

4. Will I receive confirmation that my reenrollment application has been received?

Yes. You will receive an automated email confirming your successful submission along with a completed copy of your reenrollment application. This confirmation and copy of your application will be sent to your medical director, primary and back up coordinators.

5. Will I be notified once my application has been processed and accepted?

No

6. When will I be notified if there are any issues with my application?

If there are any issues or missing information, you will be contacted as soon as your application is processed. Applications will be processed in the order that they are submitted. Due to the volume of applications received, it could be several weeks from the time your application is submitted until it is processed.

7. I received a reminder email to complete a reenrollment application, but someone from my site already submitted one. Do I need to submit another application?

No, only one application is required per site. Reminder emails are automated to go out to each site's medical director, primary and back up coordinators. If you have received the automated confirmation email of successful submission of an application along with a copy of the completed application, you can disregard the automated reminder email.

8. How do I save my training certificates and DDL certificates as PDFs?

Your IT Department should be able to help you with file conversion.

Here's a helpful article from Microsoft Support with instructions on converting various files to PDF: <https://support.microsoft.com/en-gb/office/save-or-convert-to-pdf-or-xps-in-office-desktop-apps-d85416c5-7d77-4fd6-a216-6f4bf7c7c110>

You can find helpful tutorials on YouTube by searching, "how to save files as pdf."

9. I only have hard copies of my training certificates and DDL certificates. How do I get them on my computer?

There are several ways to scan hard copies of documents to create digital copies you can save as PDFs on your computer. The most common methods include: 1. using the “scan to PDF” feature on a printer and 2. Taking a photo with your phone and emailing it as an attachment to yourself.

Your IT Department should be able to help you scan documents and save them as PDFs on your computer.

Here’s a helpful article from WikiHow with instructions for five different methods of scanning documents into PDFs:

<https://www.wikihow.com/Scan-Documents-Into-PDF>